



## Transportation Security Administration

### IMPORTANT NOTICE REGARDING TWIC CARDS WITH MISSING FINGERPRINT INFORMATION

February 18, 2015

#### Problem Description:

The Transportation Security Administration (TSA) discovered that some recently produced Transportation Worker Identification Credentials (TWICs) were missing the required fingerprint template files. Individuals holding these cards will not be able to prove their identity through a biometric match using a card reader until the card is replaced. TSA will replace improperly produced cards at no cost to the card holder.

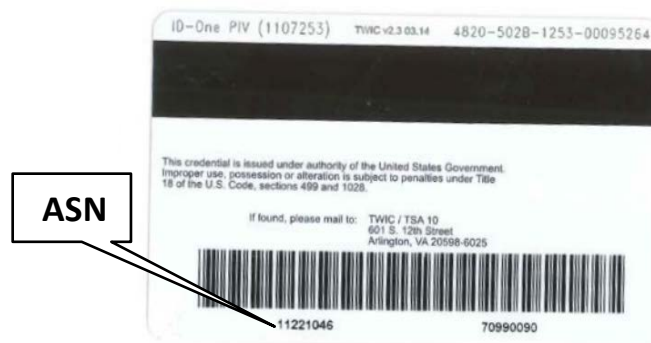
***TWIC's issued with missing fingerprint files are authentic, valid cards and should be accepted as such until replaced at the request of the card holder. Affected cards function with TWIC readers except for the capability to biometrically confirm identity.***

#### Identifying Cards with Missing Fingerprint Files:

Only some TWICs produced after May 4 2015 are impacted and therefor may potentially lack the fingerprint file.

If you picked up your card at a TWIC enrollment center or received it in the mail prior to May 5th your card is not affected and you may disregard this announcement. If you received your card after May 5th, please take the following steps to determine if your card is affected:

- Step 1: Compare your card's Agency Serial Number (ASN) printed on the back of the card to the list of ASNs of affected cards accompanying this notice. The ASN is the 8-digit number printed on the bottom left side of the back of the card. The location of the ASN is shown in the illustration below.



- Step 2: If the ASN on your card matches one of the ASNs on the list of affected cards, then your card is missing the fingerprint file and you should obtain a no-cost replacement card at your convenience.
- Step 3: To obtain a replacement card call the UES Call Center at 1-855-DHS-UES1 (855-347-8371) Monday through Friday, 8AM to 10PM Eastern to arrange for a free replacement card. Tell the Customer Service Representative that your card is missing the fingerprint file and provide the card's ASN. The Representative will assist you in obtaining a replacement card.